

# PHARMACY TECHNICIAN

*N- Not exposed to the task*  
*1- Exposed to the task*  
*2- Accomplished task with help*  
*3- Accomplished task to criteria*  
*4- Able to teach task*

[illegible]

## 1. Introduction to Pharmacy Technology

- 1.1 Identify the roles and responsibilities of the Pharmacy Technician in various health care settings:
  - a. hospitals
  - b. home health care
  - c. long-term care
  - d. community pharmacies
- 1.2 Identify the roles and responsibilities of other team members in the field of pharmacy
- 1.3 Identify the educational requirements and certifications for Pharmacy Technicians
- 1.4 Identify employment opportunities for Pharmacy Technicians
- 1.5 Identify and list the functions of the professional organizations
- 1.6 Identify various locations where Pharmacy Technicians may be employed
- 1.7 Follow a chain of command
- 1.8 Practice professional work habits
- 1.9 Comply with state regulations for occupational area
- 1.10 Locate OSHA poster(s) and MSDS(s) at the clinical site
- 1.11 Identify OSHA regulations that pertain to clinical site
- 1.12 Identify biohazard labels
- 1.13 Identify different departments at the clinical site
- 1.14 Apply ethical standards in the occupational area
- 1.15 Apply legal standards in the occupational area
- 1.16 Demonstrate confidentiality in the occupational area
- 1.17 Demonstrate various public relations and marketing techniques
- 1.18 Identify, define and use terminology specific to the occupation

## 2. Communication

- 2.1 Greet customers properly
- 2.2 Use proper telephone techniques to place, receive and document phone calls
- 2.3 Demonstrate special techniques used for communicating with:
  - a. pediatric clients
  - b. geriatric clients
  - c. clients who are visually impaired
  - d. clients who are hearing-impaired
  - e. clients who are speech-impaired
- 2.4 Assist customers in locating needs with the community pharmacy
- 2.5 Obtain information needed from initial customer contact

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### 3. Safety and Legal Considerations

- 3.1 Describe the steps a pharmacy technician should take in the event of a medication error and the potential liabilities
- 3.2 Define professional liability insurance coverage
- 3.3 Describe procedures followed to avoid contamination of pharmaceuticals and the possible spread of infection
- 3.4 Identify medical emergencies
- 3.5 Respond to medical emergencies as appropriate
- 3.6 Locate emergency equipment at the pharmacy clinical site

## 4. Pharmaceuticals

- 4.1 Define a drug
- 4.2 Locate drugs in the pharmacy stock
- 4.3 Identify drug classifications
- 4.4 Differentiate between over-the-counter drugs and prescription drugs
- 4.5 Distinguish between generic drugs and brand-name drugs
- 4.6 List the various dosage routes for drugs
- 4.7 Explain the importance of dosing time intervals
- 4.8 Differentiate between dosage forms and their advantages and disadvantages
- 4.9 Identify terms related to patient response to drugs
- 4.10 List the main dangers of drug-drug interactions
- 4.11 Describe therapeutic drug level monitoring
- 4.12 Identify and use abbreviations correctly
- 4.13 Convert quantities between apothecary, metric and household measurement units
- 4.14 Calculate safe dosages for infants and children
- 4.15 Calculate dosages for individual patients given the patient's weight and/or height and the recommended dosage
- 4.16 Perform calculations necessary for the infusion of IV medications
- 4.17 Describe what is meant by "extemporaneous compounding" and give examples of when it may be used
- 4.18 Define the technician's role in parenteral admixture services
- 4.19 Use measuring devices
- 4.20 Use various medical reference books in the pharmacy
- 4.21 Define the hospital formulary system

## 5. Prescription Processing

- 5.1 Interpret a medication order accurately
- 5.2 Process information for new prescriptions
- 5.3 List the information that is included in a complete prescription
- 5.4 Select physician orders pertinent to the pharmacy

## PHARMACY TECHNICIAN continued

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## 5. Prescription Processing cont.

- 5.5 Identify the “rights” for processing a prescription order or physician order
- 5.6 Differentiate between medication packaging systems
- 5.7 Generate prescription labels
- 5.8 Calculate anticipated drug usage for a prescribed period
- 5.9 Prepare oral, topical, otic, ophthalmic, intranasal, rectal and vaginal medications for dispensing
- 5.10 Prepare solid dosage medications for dispensing into bottles
- 5.11 Prepare solid dosage medications for dispensing into unit dose packaging
- 5.12 Prepare liquid dosage medications for dispensing into bottles
- 5.13 Prepare liquid dosage medications for dispensing into unit dose packaging

## 6. Maintaining the Pharmacy

- 6.1 Straighten and clean shelves
- 6.2 Identify proper disposal of expired drugs
- 6.3 Set up and maintain retail displays
- 6.4 List the environmental considerations required in the storage of drugs
- 6.5 Store drugs properly
- 6.6 Maintain pharmacy stock
- 6.7 State the information that must be included in a pharmacy purchase order
- 6.8 Receive an order of medication
- 6.9 Inventory and restock floor medications
- 6.10 Calculate an inventory turnover rate. State the desired rate of turnover

## 7. Business Operations

- 7.1 State the primary goal of a pharmacy quality assurance program
- 7.2 Operate common pharmacy equipment:
  - a. computers
  - b. fax machines
  - c. telephone systems
  - d. cash register
- 7.3 Identify the role of the technician and the pharmacist in using computer systems
- 7.4 Calculate co-payment amount for a prescription
- 7.5 Calculate co-insurance amount for a prescription
- 7.6 Process cash sales
- 7.7 Process credit sales

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## 7. Business Operations, cont.

- 7.8 Process in-store credit sales
- 7.9 File chronologically
- 7.10 Compare and contrast various billing systems in the pharmacy
- 7.11 Use the pharmacy billing system to bill patients and third-party payers
- 7.12 Identify various health care insurance plans
- 7.13 Process insurance claims
- 7.14 Use insurance coding systems